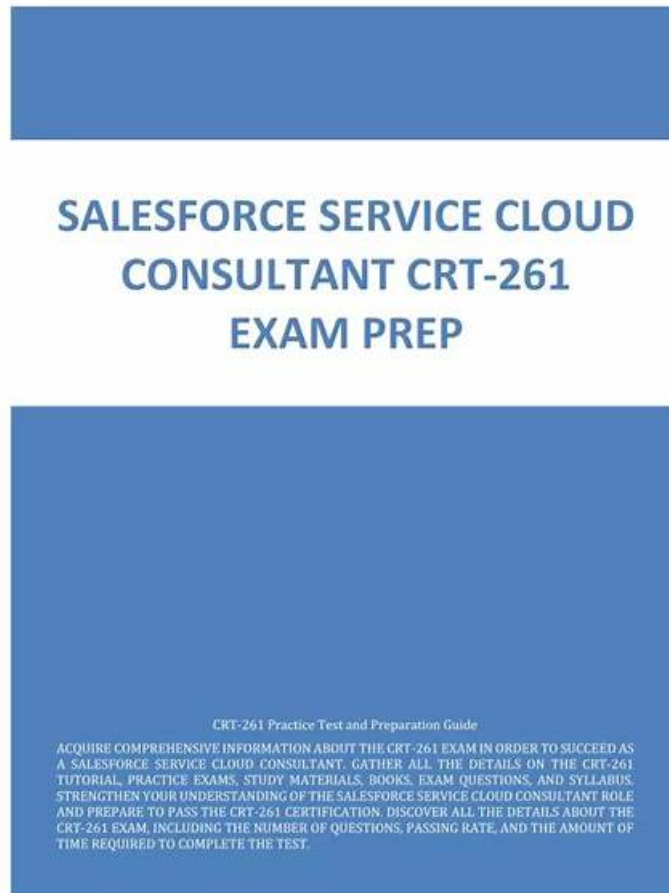


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Salesforce CRT-261 exam covers various topics, including case management, contact center analytics, knowledge management, and service console customization. CRT-261 exam also evaluates the candidate's ability to design and implement Service Cloud solutions that meet the business requirements of their organizations. CRT-261 exam consists of 60 multiple-choice questions, and the candidate is required to complete the exam within 105 minutes.

Salesforce CRT-261 (Certification Preparation for Service Cloud Consultant) certification exam is designed to test the knowledge and skills of professionals who are interested in becoming Service Cloud Consultants. Certification Preparation for Service Cloud Consultant certification validates the expertise required to design and implement Service Cloud solutions that meet customer business requirements.

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After successful completion of the Salesforce CRT-261 certification, the certified candidates can put their career on the right track and achieve their professional career objectives in a short time period. For the recognition of skills and knowledge, more career opportunities, professional development, and higher salary potential, the Certification Preparation for Service Cloud Consultant (CRT-261) certification exam is the proven way to achieve these tasks quickly.

Salesforce CRT-261 Exam covers a wide range of topics, including service cloud architecture, implementation, and management. It focuses on the knowledge and skills required to design and implement service cloud solutions that are tailored to meet the unique needs of each client.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q118-Q123):

NEW QUESTION # 118

Cloud Kicks (CK) provides support through Web-to-Case. As part of a service improvement project, a self-service portal in Experience Cloud and public Knowledge base were added. When reviewing service KPIs, management at CK found a 10% increase in case resolution time and is considering reverting the changes.

What is the likely reason for the KPI change?

- A. Customers must spend additional time registering for the portal.
- B. Agents do not have access to the same Knowledge articles as customers.
- C. Customers are spending additional time searching for answers.
- **D. Self-service deflects easy cases, leaving more complex cases for agents.**

Answer: D

Explanation:

This is the most likely reason for the increase in case resolution time, because self-service portals and knowledge bases enable customers to find answers to common or simple questions without creating a case. This means that agents are left with more complex or challenging cases that require more time and effort to resolve3 Verified References: 3: Self-Service Best Practices

NEW QUESTION # 119

Universal Containers has a policy that requires all email traffic to remain within its firewall. Currently, the company has 200 support agents handling email from five different time zones on its legacy system.

When implementing Salesforce, what solution should a consultant recommend for this scenario?

- A. Salesforce for Outlook
- B. Web-to-Case
- C. Email-to-Case
- **D. On-Demand Email-to-Case**

Answer: D

Explanation:

Standard Web-to-Case with assignment rules is a solution that can accomplish the requirement of allowing customers to log cases with structured data and route based on Urgency and Product Line. Web-to-Case enables customers to submit cases from a company's website using a web form that captures case information and creates a case record in Salesforce. Assignment rules can be used to automatically assign cases to queues or users based on criteria such as Urgency and Product Line. Verified References: : <https://help.salesforce.com>

[/s/articleView?id=sf.knowledge_web_to_case_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.knowledge_web_to_case_overview.htm&type=5) : https://help.salesforce.com/s/articleView?id=sf.customize_caseassign.htm&type=5

NEW QUESTION # 120

Which approach should a consultant use to ensure that Lightning Knowledge searches only display articles for a service agent's product specialization?

- A. Create a permission set for each record type. Assign permissions to service agents.
- **B. Create a data category for each product. Assign data categories to service agents.**
- C. Create an article action for each record type. Assign record types to service agents.

Answer: B

Explanation:

Creating a data category for each product and assigning these categories to service agents based on their product specialization ensures that agents only see relevant articles during Lightning Knowledge searches. This approach streamlines access to information and enhances support efficiency for specific product lines.

NEW QUESTION # 121

Cloud Kicks wants to easily turn social network posts into cases to respond to customer complaints. Support agents will need to respond to posts on Facebook, twitter, and instagram.

What is the recommended license to meet the requirement?

- A. Einstein Social Insights add-on
- **B. Social Service Pro add-on**
- C. Service Cloud User feature license
- D. Einstein Reply Recommendations

Answer: B

Explanation:

Social Service Pro add-on is the recommended license to meet the requirement, because it allows CK to turn social network posts into cases and respond to customer complaints on Facebook, Twitter, and Instagram.

Social Service Pro add-on is an extension of Social Customer Service that enables CK to monitor multiple social accounts, filter posts by keywords or sentiment, and automate case creation and assignment. Verified References: : Social Service Pro Overview

NEW QUESTION # 122

Milestones can be added to which three object types?

Choose 3 Answers

- A. Account
- **B. Work order**
- **C. Entitlement**
- **D. Case**
- E. Service

Answer: B,C,D

Explanation:

Milestones can be added to work orders, cases, and entitlements in Salesforce. Work orders are records that track service requests for customers. Cases are records that track customer issues or inquiries. Entitlements are units of customer support that specify what kind of support a customer is eligible for. You can use milestones to define the required steps and time limits for resolving work orders, cases, and entitlements.

Verified References: Milestones: Supported Objects

NEW QUESTION # 123

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